

SUBJECT: All CPF E-mail - Nov/Dec 02 FEHB Open Season - After Actions Report
Sent: Wednesday, 11 Dec 02

The purpose of this E-mail is to provide you with some information regarding the Nov/Dec 02 Federal Employees Health Benefits (FEHB) Open Season.

BEST has been in the automated transaction business since Nov 96. This was the BEST FEHB Open Season to date! During this Open Season, the BEST automated phone and web systems were up and running the majority of time with no significant system issues. The following are some Nov/Dec 02 FEHB Open Season gee whiz stats:

Number of FEHB Open Season transactions: 10,262
Percentage of FEHB Open Season elections made via EBI S: 48% using the web (compared to 32% from last year)
Total number of callers (not just FEHB) during open season: 9,971
Total number of callers (not just FEHB) on the last day of FEHB open season: 1,437
Employee Line average queue time: 28 seconds (compared to 48 seconds last year)

It was a smooth open season and we sincerely appreciate the support received from your staff. We realize that during open seasons, there is an increase in either telephone calls or walk-in traffic to your CPF requesting information about how to access the BEST automated phone and/or web systems. We appreciate the teamwork exhibited between the CPF staff and BEST.

Although from a BEST automated phone and web system it was a very successful open season, we do need to alert you of an issue that just surfaced. A couple weeks before FEHB Open Season, BEST sent letters and address files to the printing contractor to be printed and mailed notifying affected employees their plans may be dropping, reducing, or splitting their service in 2003. Two of the three letters were mailed in a timely matter, but the last letter under the subject "2002 FEHB Program Open Season Plans Reducing or Splitting Service Areas without Terminating an Enrollment Code," wasn't mailed until 3 Dec 02. According to the printing contractor, there was a system glitch in loading postage into the system and this caused the delay in getting the letters mailed. Some employees did not receive this letter until the last day or after FEHB open season. The letters from BEST were a reminder since employees should have been notified from their carrier also. This was a lesson learned for us and next year we have added to our internal FEHB open season checklist to follow-up and ensure all the letters are mailed out in a timely manner to employees. Although there should be minimal impact to employees since they had already received notification from their carrier, employees should contact a BEST Counselor via the Employee Line (1-800-997-2378 or 527-2378) if they have any issues.

Again, we appreciate the teamwork and assistance from members of your staff.

Chief, Special Operations Division
Air Force Personnel Center